

# Testing Begins for Tigard's New Water Source

Clean drinking water is Tigard's most valuable natural resource and a vital foundation for our future. The City of Tigard has pursued ownership of its own water source for many years. Customers will soon be enjoying the result.

Until now, Tigard has purchased most of its water from Portland. As a wholesale water customer, Tigard had little control over the price and no guarantee there would be enough water available in the future. In 2008, the city partnered with Lake Oswego to build a new water system. Construction is almost complete on five new facilities, including the Bonita Pump Station.

Tigard's new water system will draw from the Clackamas River, one of Oregon's high quality drinking water sources. Federal and state environmental regulations protect the river, its endangered fish species and other natural resources. Tigard's water department began testing

the new connection with the Clackamas River water source in November 2015. Tests will continue through spring 2016.

During testing, some customers may initially notice discolored water or changes in taste. Customers who notice a change in the quality of their tap water are encouraged to contact Public Works. Such changes are generally temporary and could occur during the switchover period.

The new water system will be up and fully running, delivering water to all Tigard customers, by summer 2016.

*For questions or concerns about water quality, please contact Public Works at 503-718-2591.*

## In other water news...

### New Water Rates for 2016

Effective Jan. 1, 2016, water rates will increase 3.25 percent. Under the new rates, a typical residential customer should expect to pay one to two dollars more per month. Each customer's bill will vary, based on consumption, size of meter and pumping charges if applicable.

For more information, please go to [www.tigard-or.gov/WaterRates](http://www.tigard-or.gov/WaterRates)



The Bonita Pump Station in Tigard will distribute the new Clackamas River water supply to customers in the Tigard Water Service Area.

**GET INVOLVED!** The Intergovernmental Water Board consists of representatives from the entities within the Tigard Water Service Area. Public meetings are held on the second Wednesday of each month at 5:30 p.m. in the Tigard Public Works Building Auditorium, 8777 SW Burnham St. in Tigard, Oregon.

## What's in this edition of KNOW

- ▶ Water partnership reaches key milestones
- ▶ Lake Oswego Tigard Water Partnership frequently asked questions
- ▶ Testing begins at the Bonita Pump Station
- ▶ New water rates start January 1, 2016



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# TWSA

TIGARD  
WATER  
SERVICE  
AREA

Providing a clean, safe, dependable supply of drinking water to the residents of Durham, King City, two-thirds of Tigard, and Tigard Water District.

# KNOW

H<sub>2</sub>O

WINTER 2015



DRINK SMART—DRINK TAP!

## Moving closer to completion

# Drinking Water Project Reaches Key Milestones



Lake Oswego • Tigard  
Water Partnership  
*sharing water • connecting communities*

## Questions?

*Tigard has the answers!*

### Your Water Bill?

Utility Billing  
503-718-2460

### Water Quality?

Jennifer Joe  
jennifer@tigard-or.gov  
503-718-2599

### Water Conservation?

Jennifer Joe  
jennifer@tigard-or.gov  
503-718-2599

### Backflow Prevention?

Hung Nguyen  
hung@tigard-or.gov  
503-718-2603

### Water Emergencies?

Public Works  
503-718-2591

### After-hours

### Water Emergencies?

On-call Service  
503-639-1554

### General Inquiries?

Public Works  
503-718-2591

The Lake Oswego Tigard Water Partnership continues to make substantial progress to install a stronger, more resilient drinking water system for the two communities. By mid-2016, most major facilities will be complete and operational, delivering water to homes and businesses in Tigard and Lake Oswego.

Under the partnership, Tigard will share ownership and control of the new water system that will supply Tigard water customers with up to 18 million gallons of water per day. That is enough water to meet the community's water needs for decades to come.

Here are a few key milestones the project has recently reached:

- ▶ The Bonita Pump Station, located in Tigard, is nearing completion and a testing phase began this late fall. The site has been restored, a fence and gate have been installed, and native plants have been incorporated into the landscaping.
- ▶ The Waluga Reservoir 2 is complete and holding water. Mayor John Cook joined Lake Oswego Mayor Kent Studebaker, members of the Lake Oswego City Council, neighbors, staff and crew members for a special ribbon-cutting celebration in early October.
- ▶ The river intake pump station (RIPS) on the Clackamas River is complete, and the landscaping

and final restoration of the site was completed in the fall. The partnership held a celebration event in Gladstone to thank the community for their patience and support during construction in early November.

- ▶ The water treatment plant in West Linn is more than 70 percent complete. Final completion is expected in early 2017.
- ▶ More than nine miles of the 10.5 miles of pipe have been installed from Tigard to Gladstone. Pipeline installation along Bonita Road is complete, and the pipelines have been tested and disinfected.

Once work is complete, Lake Oswego and Tigard will have the most reliable water system in Oregon, designed to modern earthquake standards. The new treatment system will use state of the art technology, like ozone treatment, to remove impurities and ensure clean, great-tasting water year-round.

For more information, visit [www.lotigardwater.org](http://www.lotigardwater.org), follow @LOTWater on Twitter, email [lotwater@ci.oswego.or.us](mailto:lotwater@ci.oswego.or.us) or call the project hotline at 503-697-6502. You may also visit [www.tigard-or.gov/waterpartnership](http://www.tigard-or.gov/waterpartnership) or contact Tigard Public Works Manager John Goodrich at 503-718-2609 or [johng@tigard-or.gov](mailto:johng@tigard-or.gov).



# Tigard's Community Investment in a New Drinking Water Supply

## The Value of Clean Water

### Lake Oswego Tigard Water Partnership

Clean drinking water is Tigard's most valuable natural resource and a vital foundation for Tigard's future. For many years, the City of Tigard has purchased the majority of its water from the Portland Water Bureau. As a wholesale water customer, Tigard had little control over the price it paid for water, nor did it have any guarantee that adequate supplies would be available in the future.

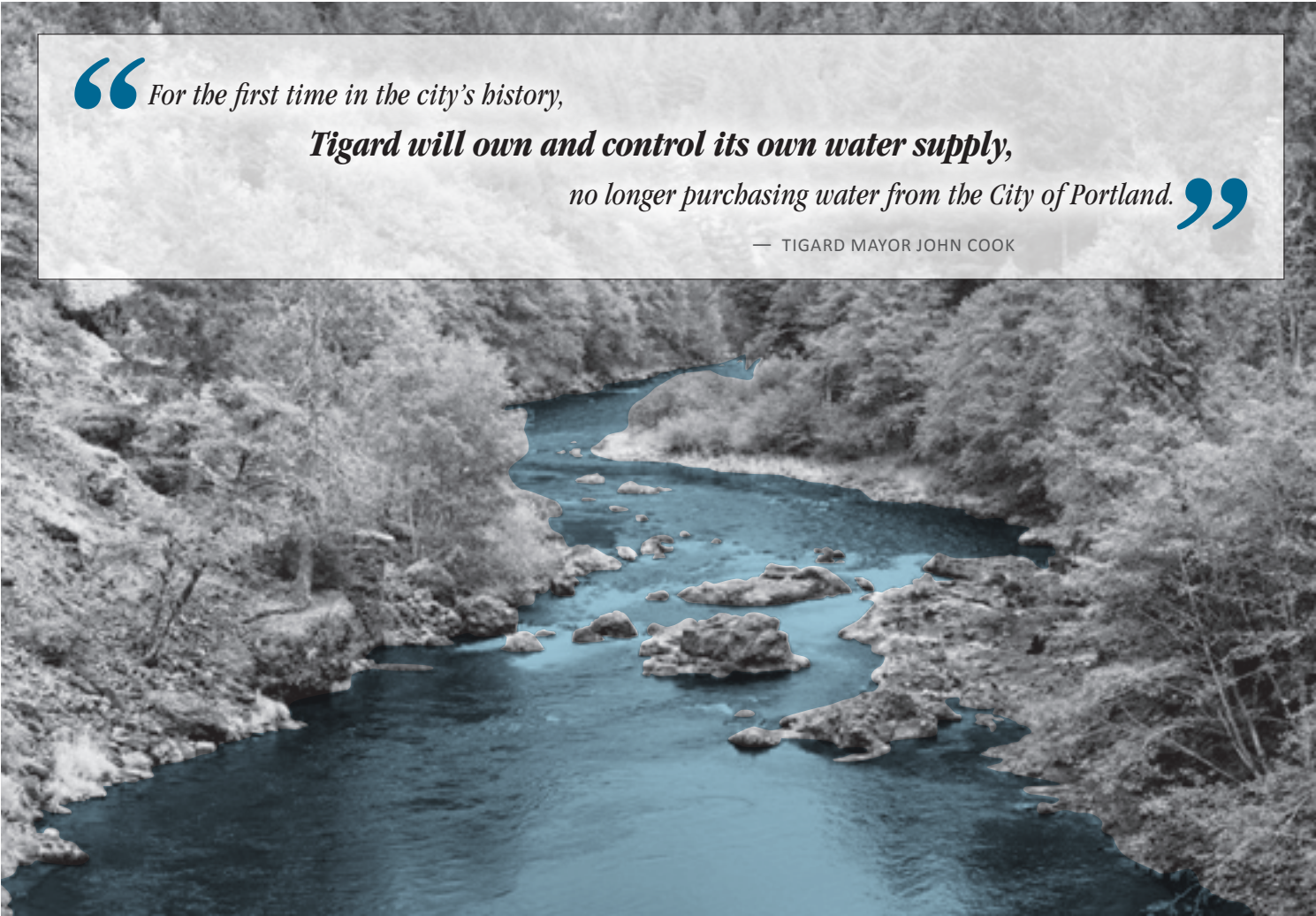
In 2008, the city agreed to partner with Lake Oswego to build a new water system.

Construction is well underway on five new facilities, including a water treatment plant, river intake pump station, more than 10 miles of pipeline, a water reservoir in Lake Oswego and a pump station in Tigard.

Projections show our region's population and jobs will double over the next 50 years. The new water supply will ensure that Tigard can meet the future water demands of its residential customers and local industry, which relies on the resource to expand and create new jobs.

Under the partnership, Tigard will share ownership and control of the new water system that will supply Tigard water customers with up to 18 million gallons of water per day. That is enough water to meet the community's water needs for decades to come. This new water supply will be delivered to water customers' taps in the summer of 2016.

Visit [www.tigard-or.gov/waterpartnership](http://www.tigard-or.gov/waterpartnership) or contact John Goodrich at 503-718-2609 or [jobng@tigard-or.gov](mailto:jobng@tigard-or.gov) for more information.



## FREQUENTLY ASKED QUESTIONS

### How will our new Clackamas River water supply compare with our existing Portland supply?

The quality of Tigard's existing water supply is very good. However, the Portland supply is unfiltered and—due to seasonal water quality changes in Portland's water source—Tigard water customers sometimes experience discolored water. Compared to Portland, the new water system will supply a superior, highly consistent product.

### How much will the new water system cost and who pays for it?

The cost to build the new system is \$254 million; Tigard's share of that cost is \$160 million. Water customers and developers are funding the system through increased water rates and development charges respectively.

Tigard financed the system using municipal bonds with a 30-year repayment period. This spreads costs over time, allowing future water customers to pay their fair share of the costs. Water rates and development fees have increased over the past several years to pay for the new system. Though costly, the partnership remains the least expensive option to meet future needs and provide customers with a high quality water supply.

### How can I learn more about the Clackamas River?

Tigard is a member of the Clackamas River Water Providers (CRWP). For more information on the river, visit the CRWP's website at [www.clackamasproviders.org/our-source/](http://www.clackamasproviders.org/our-source/).



Construction of the Bonita Pump Station is nearing completion, connecting Tigard with its new water source.

## Project Benefits



### Pristine and Protected Water Source

Tigard's new water system will draw from the Clackamas River, one of Oregon's high quality drinking water sources. Extensive federal and state environmental regulations protect the river, its endangered fish species and other natural resources.



### A Resilient Water System

The new water treatment plant and major pipelines are resilient—the first in Oregon designed and constructed to withstand major earthquakes. In an emergency or during times of high demand, Tigard also has access to several other regional water supplies and can draw from water stored in underground aquifer wells.



### State of the Art Treatment

The new treatment system will use state of the art technology, like ozone treatment, to remove impurities and ensure clean, great-tasting water year-round.



### Affordability for Tigard Customers

Tigard's new water system will provide high quality drinking water from the Clackamas River—all for about a penny per gallon.